



Smart & Skilled Fee and Refund Policy

WAYS Training is aware of its contractual responsibilities under the Smart and Skilled program with regard to the need to inform students of the fee and refund administration requirements prior to enrolment in the training program. This policy is informed by the Smart and Skilled Operating Guidelines 2018 and the Smart and Skilled Fee Administration Policy 2020 and National Standards for RTOs 2015.

Procedure

- Fees to be paid by student will be confirmed on completion of the Notification of Enrolment Process and will be as calculated using the Provider Calculator. Prior to this the Student can access the Smart and Skilled website to check their eligibility and estimate their Student Fee.
- The relevant student fee as set by the NSW Government will be charged.
- Students will be informed regarding conditions for refunds prior to enrolment as part of the Smart and Skilled Student Handbook.
- Students will be notified of any schedule of payments on completion of the Notification of Enrolment Process
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- Student fees will differ depending on if the applicant has completed other qualifications since leaving school. Those who have will pay a higher student fee.
- WAYS Youth Training retains all fees collected
- Where a student receives a VET Student Loan (or any other Commonwealth Government Loan) which is paid directly to our RTO, we will comply with all contractual and ethical requirements of the program including the payment of student fees.
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships
- No extra fees will be charged to students under a sub-contacting arrangement.
- Students will be informed of opportunities for RPL and Credit Transfer prior to enrolment. This will include asking them to check academic transcript and referring them to the USI Registry to check on previously completed units of competency. Student Fees will be adjusted according to Recognition awarded to individuals as follows:
 - at enrolment by using the Provider calculator
 - after enrolment by notifying the Department who will calculate the adjusted student fee; the fee will then be amended and the student informed.



- Fees will be adjusted to reflect any RPL or CT and, if completed after enrolment, any refunds or adjustments to outstanding fees will be reported in the next training activity data file submitted to the Department.
- Concession and exemption fees will be as set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received. Evidence for concession or exemptions shall be retained as per the Notification of Enrolment Policy
- Students will be charged the Student Fee as it stands at time of enrolment and this fee will stand for the entire period they are enrolled in the training program.
- Aboriginal and Torres Strait Islander student who meet the disability requirements and students of refugee or asylum seeker status are exempt from fees for all enrolments in all training courses under Smart and Skilled.
- Students will be notified as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:
 - Any change to or new third party arrangements put in place
 - A change in ownership of the RTO entity
- In all cases where a third party arrangement is in place, the third party will not collect any student fees or make any additional charges

Fee Protection

WAYS Youth Training is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. Recovery of Fees If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment no Certificate will be issued and in certain circumstances we may refer the debt to a Debt Collection Agency. Record Keeping All records of enrolments and all related financial transactions including Funding Claims are maintained in the Accounting Software and Student Management System.



REFUNDS	
Circumstance	Refund policy
Withdrawing from a training program	Students will be entitled to a full refund of fees paid if they withdraw before an up to the scheduled start of the training program
	If a student withdraws within the first 5 days of starting the training program they will be entitled to 50% of fees paid
	After 5 days into the start of the training program no refund will be made
A Training program is cancelled before commencement	A full refund of fees paid will be made

Provider Guarantee	
If for any reason the training program can no longer be delivered	A refund of the amount paid proportional to the amount of training will be made
If a student withdraws from training but has completed Unit/s of Competency	No refund will be made. Certification for the Unit/s of Competency successfully completed will be awarded

DATED CREATED	DATE REVIEWED	EXPIRY DATE	APPROVED BY
18.02.2021		18.02.2023	Dr Terri Said CEO